



J. TYLER McCaULEY
AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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July 21, 2004

TO: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley *tm*
Auditor-Controller

SUBJECT: **CITY OF ALHAMBRA CONTRACT REVIEW**

We have completed a review of the City of Alhambra (Alhambra or Agency), a Department of Community and Senior Services (DCSS) Integrated Care Management Program service provider. The review was conducted as part of the Auditor-Controller's Centralized Contract Monitoring Pilot Project.

Background

DCSS contracts with Alhambra to provide services to seniors ages 60 and older, their spouses, and disabled residents, located in Service Planning Area (SPA) Three. The types of services provided by Alhambra include interviewing program participants to assess their cognitive, social, emotional and medical needs, and to develop care plan(s) that address those needs. In addition, the Agency links program participants to other service providers to arrange for care management services. The office of Alhambra is located in the Fifth District.

DCSS pays Alhambra a negotiated hourly rate of \$20 per hour for Intake Screening and \$28 per hour for all other services (i.e. In-Home Assessment, Care Plan, etc.). The negotiated hourly rates are based on the program costs and service hours that Alhambra estimated in their proposal. For Fiscal Year 2002-03, DCSS paid Alhambra approximately \$28,000.

Purpose/Methodology

The purpose of the review was to determine whether Alhambra was providing the services outlined in their Program Statement and County contract. We also evaluated Alhambra's ability to achieve planned levels of service and staffing. Our monitoring visit included a review of the Agency's Annual Service Level Assessment Report, billing statements, participant case files, personnel and payroll records, and interviews with the Agency's staff and program participants.

Results of Review

Overall, Alhambra provided the services outlined in its County contract. Alhambra maintained appropriate documentation to support the services billed to DCSS, and employed qualified staff to perform care management services. Alhambra's caseloads did not exceed the maximum cases allowed by the County contract. The participants interviewed stated that the services received from the Agency met their expectations. In addition, the program participants were eligible for care management services.

Review of Report

On May 21, 2004, we discussed our report with the Agency. In their attached response, the Agency agreed with the results of the review. We also notified DCSS of the results of our review and the Agency's response.

We thank Alhambra for their cooperation and assistance during this review. Please call me if you have any questions, or your staff may contact Don Chadwick at (626) 293-1102.

JTM:DR:DC

c: David E. Janssen, Chief Administrative Officer
Department of Community and Senior Services
Cynthia Banks, Acting, Director
Laura Medina, Acting, Program Manager
Cynthia Jarvis, Director, City of Alhambra
Violet Varona-Lukens, Executive Officer
Public Information Office
Audit Committee

**CENTRALIZED CONTRACT MONITORING PILOT PROJECT
INTEGRATED CARE MANAGEMENT (ICM) PROGRAM
FISCAL YEAR 2003-04
CITY OF ALHAMBRA**

BILLED SERVICES

Objective

Determine whether the City of Alhambra (Alhambra or Agency) billed the Department of Community and Senior Services (DCSS) for valid and authorized services.

Verification

We judgmentally selected a sample of 55 hours (19%) from a total of 286 service hours Alhambra billed DCSS in January through March 2004. We also reviewed 10 case files for documentation to support the services billed to DCSS.

Results

The Agency provided appropriate documentation to support the services billed to DCSS. The agency used the appropriate billing categories (i.e., Intake, Care Plan) to reflect the provisions of services. In addition, they provided care management services to program participants within the timeframes required by the County contract.

Recommendations

There are no recommendations for this section.

CLIENT VERIFICATION

Objective

Determine whether the Agency provided program services to only eligible individuals.

Verification

We interviewed a sample of ten program participants to confirm the services the Agency billed DCSS. We also reviewed the participants' case files for documentation to support their program eligibility.

Results

The program participants interviewed indicated that services received from Alhambra met their expectations. Furthermore, the case files contained documentation to support the program participants' eligibility for care management services.

Recommendations

There are no recommendations for this section.

STAFFING / CASELOAD LEVELS**Objective**

Determine whether Alhambra's caseload did not exceed the County contract maximum of 40 cases.

Verification

We interviewed Alhambra's Care Manager and Senior Services Supervisor. We also reviewed billing invoices for January, February and March 2004.

Results

The Care Manager's caseload of 37 cases did not exceed the maximum number of cases (40) allowed by the County contract.

Recommendations

There are no recommendations for this section.

STAFFING QUALIFICATIONS**Objective**

Determine whether Alhambra's staff meet the qualifications required by the County contract.

Verification

We interviewed Alhambra's staff who worked on the DCSS' contract. In addition, we reviewed their personnel file(s) for documentation to confirm their qualifications.

Results

All staff possessed the educational and work experience qualifications required by the County contract.

Recommendations

There are no recommendations for this section.

SERVICE LEVELS

Objectives

Determine whether Alhambra's reported service levels for Fiscal Year (FY) 2003-04 did not significantly vary from planned service levels.

Verification

We reviewed DCSS' invoices from July 2003 through March 2004 and compared Alhambra's proposed/budgeted service levels for the same period.

Results

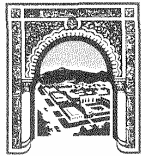
The Agency's reported service level did not vary from planned service levels. For Fiscal Year 2003-04, the Agency's planned service level was 1,366 hours. The actual service level reported by Alhambra for July 2003 through March 2004 was 1,024 hours.

Recommendations

There are no recommendations for this section.

City of Alhambra
Community Services Department

July 2, 2004



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Mr. J. Tyler McCauley, Auditor-Controller
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Los Angeles, CA 9012-2766

RE: CITY OF ALHAMBRA CONTRACT REVIEW

Dear Mr. McCauley:

I would like to compliment you for providing such thorough and competent staff to complete the review of our compliance with the Program Statement and County Contract of our Integrated Care Management Program. Your staff member, Ms. Mary Ann Morato, completed the review in a very professional manner, while maintaining an approachable demeanor, thereby fostering an atmosphere of cooperation and teamwork. That, as you know, is essential to working toward the common goal of providing important and life sustaining services to a needy population.

I have reviewed the auditor's comments and am pleased to find that her review was favorable, in that she cited no infractions, misrepresentations or omissions in our work. Our staff remains diligent and looks forward to working with your staff again in the future.

Sincerely,

Claudine Meeker
Director of Community Services